





City & County of San Francisco

HEALTH SERVICE BOARD

1145 Market Street • Suite 200 • San Francisco, CA 94103

GOVERNANCE COMMITTEE

NOTICE AND AGENDA

Special Meeting

Tuesday, October 23, 2007

9:30 AM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94103

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☐ CALL TO ORDER

☐ ROLL CALL Committee Chair Scott Heldfond
 Committee Member Karen Breslin
 Committee Member James Deignan

☐ 10232007G-01 ACTION ITEM **APPROVAL OF GOVERNANCE COMMITTEE FORWARD AGENDA** (*Tom Iannucci, Cortex Applied Research Inc.*):

STAFF RECOMMENDATION: Approve Governance Committee Forward Agenda.

Documents provided to Committee prior to meeting: Draft Forward Agenda.

PUBLIC COMMENTS:

ACTION:

- 10232007G-02 ACTION ITEM **REVIEW AND APPROVAL OF HEALTH SERVICE BOARD PERFORMANCE EVALUATION POLICY AND SURVEY INSTRUMENT** (*Tom Iannucci, Cortes: Applied Research Inc.*):
- STAFF RECOMMENDATION: Approve proposed Health Service Board Performance Evaluation survey instrument.
- Documents provided to Committee prior to meeting: Proposed policy and survey instrument.*
- PUBLIC COMMENTS:
- ACTION:
- 10232007G-03 ACTION ITEM **REVIEW AND APPROVAL OF HEALTH SERVICE SYSTEM DIRECTOR PERFORMANCE EVALUATION POLICY AND SURVEY INSTRUMENT** (*Tom Iannucci, Cortes: Applied Research Inc.*):
- STAFF RECOMMENDATION: Approve proposed Health Service System Director Evaluation survey instrument.
- Documents provided to Committee prior to meeting: Proposed policy and survey instrument.*
- PUBLIC COMMENTS:
- ACTION:
- 10232007G-04 DISCUSSION ITEM **OPPORTUNITY TO PLACE ITEMS ON FUTURE AGENDAS.**
- PUBLIC COMMENTS:
- 10232007G-05 DISCUSSION ITEM **OPPORTUNITY FOR THE PUBLIC TO COMMENT ON ANY MATTERS WITHIN THE BOARD'S JURISDICTION.**
- PUBLIC COMMENTS:
- ADJOURN

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE <http://hss.sfgov.org>

DISABILITY ACCESS

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KNOWING YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

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Lobbyist Registration and Reporting Requirements

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SUMMARY OF HEALTH SERVICE BOARD RULES REGARDING CELL PHONES AND PAGERS

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GOVERNANCE COMMITTEE

MINUTES

Special Meeting

Tuesday, October 23, 2007

9:30 AM

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1 Dr. Carlton B. Goodlett Place
San Francisco, California 94103

☐ **CALL TO ORDER**

☐ **ROLL CALL**

Committee Chair Scott Heldfond
Committee Member Karen Breslin
Committee Member James Deignan

Commissioner Zvanski was also in attendance

☐ **10232007G-01**

ACTION ITEM

**APPROVAL OF GOVERNANCE COMMITTEE FORWARD
AGENDA** (*Tom Iannucci, Cortex Applied Research Inc.*):

STAFF RECOMMENDATION: Approve Governance
Committee Forward Agenda.

*Documents provided to Committee prior to meeting: Draft
Forward Agenda.*

- Tom Iannucci of Cortex participated in this meeting via conference call. He briefly reviewed the forward agenda for fiscal years 2007-2008 through 2009-2010, suggesting two Governance Committee meetings per year (with the option of a third meeting, if necessary):

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- FY 2007-2008 – Meeting 1:
 - review and approve Governance Committee forward agenda
 - review Board and Director performance evaluation survey instruments
- FY 2007-2008 – Meeting 2:
 - review results of Board and Director performance evaluation surveys
 - review draft Code of Conduct
- FY 2008-2009 – Meeting 1:
 - review and approve Governance Committee forward agenda
 - review Board and Director performance evaluation survey instruments
- FY 2008-2009 – Meeting 2:
 - review results of Board and Director performance evaluation surveys
 - review committee structure
- FY 2009-2010 – Meeting 1:
 - review and approve Governance Committee forward agenda
 - review Board and Director performance evaluation survey instruments
 - review compliance with governance policies and terms of reference
 - review terms of reference and governance policies
- FY 2009-2010 – Meeting 2:
 - review results of Board and Director performance evaluation surveys
 - review terms of reference and governance policies

PUBLIC COMMENTS: None.

ACTION: Motion was moved and seconded by the Committee to approve the forward agenda of the Governance Committee. Motion passed 3-0.

- 10232007G-02

ACTION ITEM

REVIEW AND APPROVAL OF HEALTH SERVICE BOARD PERFORMANCE EVALUATION POLICY AND SURVEY INSTRUMENT (*Tom Iannucci, Cortex Applied Research Inc.*):

STAFF RECOMMENDATION: Approve proposed Health Service Board Performance Evaluation Policy and survey instrument.

Documents provided to Committee prior to meeting: Proposed Policy and survey instrument.

PUBLIC COMMENTS: None.

ACTION: Motion was moved and seconded by the committee to approve the proposed Health Service Board Performance Evaluation Policy and survey instrument. Motion passed 3-0.

□ 10232007G-03

ACTION ITEM

REVIEW AND APPROVAL OF HEALTH SERVICE SYSTEM DIRECTOR PERFORMANCE EVALUATION POLICY AND SURVEY INSTRUMENT (*Tom Iannucci, Cortex Applied Research Inc.*):

STAFF RECOMMENDATION: Approve proposed Health Service System Director Evaluation Policy and survey instrument.

Documents provided to Committee prior to meeting: Proposed Policy and survey instrument.

PUBLIC COMMENTS: None.

ACTION: Motion was moved and seconded by the Committee to approve the proposed Health Service System Director Evaluation Policy and survey instrument. Motion passed 3-0.

□ 10232007G-04

DISCUSSION ITEM

OPPORTUNITY TO PLACE ITEMS ON FUTURE AGENDAS.

PUBLIC COMMENTS: None.

□ 10232007G-05

DISCUSSION ITEM

OPPORTUNITY FOR THE PUBLIC TO COMMENT ON ANY MATTERS WITHIN THE BOARD'S JURISDICTION.

PUBLIC COMMENTS: None.

□ ADJOURN:

10:00 A.M.

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NOTICE OF MEETING CANCELLATION

The following Health Service Board meeting has been cancelled:

Thursday, March 27, 2008

Special Meeting

Governance Committee

1:00 P.M.

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94103

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G O V E R N A N C E C O M M I T T E E

Notice and Agenda

Special Meeting

Tuesday, March 2, 2010

1:15 P.M.

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94103

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- ☐ Call to order
- ☐ Roll call
 - Committee Chair Sharon Johnson
 - Committee Member Karen Breslin
 - Committee Member Sharon Ferrigno
- ☐ 03022010-01G Action item Review of the Health Service Board's Terms of Reference and Governance Policies for the following, as required every three years:
 - Terms of Reference:
 - Health Service Board
 - Board President
 - Board Vice President
 - Health Service System Director
 - Budget and Finance Committee
 - Rates and Benefits Committee
 - Membership Rules Committee
 - Governance Committee



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GOVERNANCE COMMITTEE

Minutes

Special Meeting

Tuesday, March 2, 2010

1:15 P.M.

City Hall, Room 416
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- ☐ Call to order
- ☐ Roll call
 - Committee Chair Sharon Johnson
 - Committee Member Karen Breslin
 - Committee Member Sharon Ferrigno, excused
- ☐ 03022010-01G Action item
 - Review of the Health Service Board's Terms of Reference and Governance Policies for the following, as required every three years:
 - Terms of Reference:
 - Health Service Board
 - Board President
 - Board Vice President
 - Health Service System Director
 - Budget and Finance Committee
 - Rates and Benefits Committee
 - Membership Rules Committee
 - Governance Committee

- Governance Policies
 - Board Operations Policy
 - Board Education Policy
 - Board Performance and Evaluation Process
 - Director Performance Evaluation Process
 - Board Governance Report: funding policy, benefit design policy and investment policy statement
 - Governance Compliance Report
 - Board Education Report
 - Conflict of Interest Disclosure Confirmation
 - Board Communications Policy
 - Service Provider Selection Policy
 - Annual Report to Mayor
 - Investment Performance Report
 - Business Plan Status Report
 - Member Communications and Marketing Plan
 - Strategic Planning Policy

(Catherine Dodd)

Documents provided to Board prior to meeting:
Health Service Board Governance Terms of
Reference and Policies, dated April 2007

Staff Recommendation: Approve Staff Changes

- HSS Director, Catherine Dodd, PhD, RN, reported the following;
- The initial governance work was performed by Cortex Consulting in response to a 2005 Controller's Audit report which identified areas needing improvement in the administration of the Health Service System.
- Dr. Dodd and Tom Iannucci, President of Cortex Consulting, met on February 26, 2010 to discuss the governance policies of the Health Service System and the scheduling of various reports to be presented to the Health Service Board. Some of the policies have

been implemented informally but have not been reported on.

- Dr. Dodd has suggested minor revisions to the governance document. She also noted that Appendix 1 under the Monitoring and Reporting Policy has not been revised for today's meeting and asked the Committee's permission to submit it at a later date.
- The Monitoring and Reporting Policy outlines various reports to be submitted to the Board by different parties. An annual calendar will be created to track the schedule of reports for the Board and the party responsible for each report.
- A summary of proposed changes to the Health Service Board's Governance Terms of Reference and Policies is attached to the minutes.

Public comments: None.

Action: Motion was moved and seconded by the Committee to accept staff recommendations to the Health Service Board's Governance Terms of Reference and Policies.

Motion passed 2-0.

- 03022010-02G Discussion item Opportunity to place items on future agendas
- Commissioner Breslin reported that she has received several telephone calls from HSS members regarding Board members' texting and e-mailing during meetings. She expressed an interest in having the City Attorney research the issue and make a presentation at one of the Health Service Board's meetings.
 - Erik Rapoport, Deputy City Attorney, responded that he would research the issue.

Public comments: None.

- 03022010-03G Discussion item Opportunity for the public to comment on any matters within the Board's jurisdiction

Public comments: None.

Adjourn: 2:19 pm

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If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Laini K. Scott at (415) 554-1727 or email at laini.scott@sfgov.org.

Health Service Board Governance Policies and Terms of Reference

Tab and Page Number	Proposed Changes Terms of Reference
Tab 1, page 2, 9(b) Health Service Board - Governance	The Board will approve and amend as necessary: Rules and regulations consistent with the City Charter and Ordinances at least annually and as necessary.
Tab 1, page 3, 10(d)	Ensure that a Board orientation program is in place and educational materials are provided to assist Board members in securing the knowledge they require to properly execute their duties. [deleted: such as, for example, a Board training policy]
Tab 1, page 3, 10(f)	When budget permits, approve travel requests by Board members for education or other business purposes pertaining to HSS.
Funding and Accounting Tab 1, page 4, 18(a)	The Board will: Ensure that management implements mechanisms to collect all required contributions to the Health Service System Trust Fund and to make all distributions in a timely manner.
Tab 1, page 4, 18(b)	The Board will: Ensure historical records on costs are maintained.
Tab 1, page 4, 18(d)	The Board will: Ensure that funding is in place to provide for the financial audit [deleted: by the City Controller].
Tab 1, page 5, 19	The Health Service Board will annually approve a, b, c, d
Tab 1, page 5, 20(c)	The Health Service Board shall establish and annually review the compensation of the Director within the ranges of the classification set for the position.
Tab 1, page 6, 25(b) Custody Services	No change.
Tab 1, page 7, 25(d)	Management and advisory services; and ["Investment" deleted at beginning of sentence.]
Tab 1, page 7, 28(d) Investment Policy	No change.

Tab 2, page 1, 2(d) President of Board	Duties and Responsibilities: Call special meetings (Note that special meetings may be called by the President, and that they must be called by the President upon the written request of a majority of the members of the Board or authorization by majority of the Board at prior meeting . This provision must be implemented in a manner consistent with applicable open meeting laws).
Tab 4, page 1, 5(b) Director - Governance	The Director will assist the Board in its governance function by: Coordinating new Board member education and training and additional education within budget limitations in accordance with the Board Education Policy.
Tab 4, page 1, 5(c)	The Director will assist the Board in its governance function by: Coordinating Board member travel within budget limitations .
Tab 4, page 1, 6(a) Benefit Administration and Operations	The Director will direct and oversee all administrative and operational activities of the System including, but not limited to: Developing and implementing all policies necessary to ensure effective administration of member benefits and reporting to Board .
Tab 4, page 2, 6(d)	The Director will direct and oversee all administrative and operational activities of the System including, but not limited to: Developing an annual operating budget, as well as applicable departmental budgets, and presenting them to the Health Service Board for approval as part of the City's budget process .
Tab 4, page 3, 9(d) Legislation and Litigation	The Director will carry out the following duties with the advice of legal counsel as necessary: Provide recommendations to the Board concerning member appeals , settlement or other legal action involving HSS.
Tab 4, page 3, 10(a) Service Providers	The Director will: Ensure a primary point of contact or gatekeeper for all service providers working with or seeking to work with the System.
Tab 4, page 3 10(b)	Deleted: Recommend the appointment of primary service providers in accordance with the Service provider Selection Policy.
Tab 4, page 3, 10(b)	New: Appoint those service providers for which the Board has delegated appointing authority to the Director, in accordance with the Service Provider Selection Policy or other action of the Board [previous 10(b) deleted]

Tab 5, page 1 – Budget and Finance	End of paragraph: This may be done as a committee of the whole.
Tab 5, page 2, 8(b) Annual Budgeting Process	Paragraph deleted: Adopt a “two reading” process for requests to approve the Operating Budget. This process will ensure that the Mayor, Board of Supervisors, Controller, members and other interested parties have an opportunity to provide input into the budget being recommended by the Budget and Finance Committee.
Tab 5, page 2, 8(b)	New (b): The budget and Finance Committee will: Recommend the Operating Budget to the Board for approval
Tab 5, page 3, 9(b)	Paragraph deleted: Review the appointment and termination of the internal auditor, should such a position be established; review the Director’s annual performance evaluation of such individual; and bring any concerns the Committee may have to the attention of the Director and the Board.
Tab 6 - Rates and Benefits Committee	No changes
Tab 7, page 1,1 Membership Rules Committee	End of paragraph: The Board may meet as the Rules Committee as a Committee of the Whole.
Tab 8 - Governance Committee	No changes.

Page Number	Proposed Changes Policies
Tab 1, page 3, 20(b) Board Operations Policy	Special meetings of the Board may be called at any time by the President or by a majority of the Board. However, special meetings of the Board for closed sessions with legal counsel may precede, follow or be scheduled at time certain, during regular board meetings and shall be attempted to be held at 12:00 P.M. immediately preceding the regular Board meeting. [HSS Membership Rules and Regulations, A1(b)]
Tab 2, page 4, 15 Board Education Policy	The Director will organize an in-house orientation seminar for the benefit of new Board members generally within 4 months of their election or appointment to the Board.
Tab 3, page 2, 9 Board Performance Evaluation	Board members are required to complete and submit the survey within 14 days of receiving it. The Governance Committee will determine the method for distributing, submitting, and tabulating the Survey (e.g. mail, internet, etc.). Any summary report of findings will display the findings in an anonymous manner.
Tab 3, pages 2 and 3	Headings changed to: Strongly Disagree, Disagree, Agree, Strongly Agree
Tab 4, Sample Director Performance Evaluation, pages 2, 3 and 4	Weights removed in each category.
Tab 5, page 1 Monitoring and Reporting	Appendix 1 is being reorganized.
Tab 7, page 1, 3(d)	Service Provider Selection Policy changed to: Management and advisory services. [deleted "investment" at beginning of sentence]



City & County of San Francisco

HEALTH SERVICE BOARD

1145 Market Street • Suite 200 • San Francisco, CA 94103

GOVERNANCE COMMITTEE

Notice and Agenda

Special Meeting

Thursday, August 12, 2010

12:00 P.M.

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94103

Call to order

Roll call
Committee Chair, Vacant
Committee Member Karen Breslin
Committee Member Sharon Ferrigno

08122010-01G Action item Approval (with possible modifications) to the minutes of the meeting set forth below.

- Special Committee meeting of Monday 2, 2010

Staff recommendation: Approve minutes.

Documents provided to Board prior to meeting:
Draft minutes.

Public comments:

Action:

GOVERNMENT
DOCUMENTS DEPT

AUG - 6 2010

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0302/2010-036 Action Item

Approval of HSS Strategic Plan (Catherine Dodd)

Documents provided to Board prior to meeting:
Draft HSS Strategic Plan

Staff Recommendation: Approve Strategic Plan

Public comments:

Action:

0302/2010-036 Discussion Item

Opportunity to place items on future agendas

Public comments:

0302/2010-046 Discussion Item

Opportunity for the public to comment on any
matters within the Board's jurisdiction

Public comments:

Adjourn

Summary of Health Service System Rules Regarding Public Comment

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Health Service Board and the Health Service System Web Site: <http://www.mysf.org>

Disability Access

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Lobbyist Registration and Reporting Requirements

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City & County of San Francisco

HEALTH SERVICE BOARD

1145 Market Street + Suite 200 + San Francisco, CA 94103

G O V E R N A N C E C O M M I T T E E

MINUTES

Special Meeting

Thursday, August 12, 2010

12:00 P.M.

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94103

GOVERNMENT
DOCUMENTS DEPT

MAR 19 2014

☐ Call to order

☐ Roll call

Committee Chair, Vacant
Committee Member Karen Breslin
Committee Member Sharon Ferrigno

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Claire Zvanski, Health Service Board Commissioner, also attended this meeting.

This meeting was chaired by Commissioner Breslin.

☐ 08122010-01G

Action item

Approval (with possible modifications) of the minutes of the meeting set forth below:

- Special Committee meeting of March 2, 2010

Staff recommendation: Approve minutes.

Documents provided to Board prior to meeting:
Draft minutes.

Public comments: None.

Action: Motion was moved and seconded by the Committee to approve the Special Committee meeting minutes of March 2, 2010.

Motion passed 2-0.

Documents provided to Board prior to meeting:
Draft HSS Strategic Plan

Staff Recommendation: Approve Strategic Plan

- Catherine Dodd, PhD, RN, HSS Director, reported the following:
- Pursuant to the Health Service Board's Governance Policies, a strategic plan was created for the department. HSS staff was polled and weighed in on the revised Mission Statement and core values.
- The Health Service System's revised Mission Statement is as follows:
 - "HSS seeks opportunities to promote and protect the health and well-being of employee and retiree members and their families, in order to achieve the vision of San Francisco's public employees and retirees becoming the healthiest in the State."
- Commissioner Breslin stated her preference for the department's previous Mission Statement, which emphasized the importance of customer service.
- Commissioner Zvanski noted that the previous Mission Statement was in response to significant customer service issues within the department at the time. She stated that she likes the new Mission Statement's focus on member wellness and health but agreed that customer service is a very important component. She suggested including it in the new Mission Statement.
- Dr. Dodd pointed out that "Customer Service Excellence" is the department's first goal and that the very rigorous measurements and targets included in that category were modeled after the Controller's performance guidelines.
- Commissioner Ferrigno suggested inserting the word "serve" prior to "promote" in the new Mission Statement to address the essential customer service aspect.

Commissioner Breslin agreed with the suggestion.

- Dr. Dodd reviewed the remainder of the draft strategic plan, and there were no additional suggested changes.
- The HSS draft Strategic Plan is attached to these minutes.

Public comments: None.

Action: Motion was moved and seconded by the Committee to approve the Health Service System's draft Strategic Plan as presented with the insertion of the word "serve" prior to "promote" in the department's Mission Statement.

Motion passed 2-0.

- 03022010-03G Discussion item Opportunity to place items on future agendas

Public comments: None.

- 03022010-04G Discussion item Opportunity for the public to comment on any matters within the Board's jurisdiction

Public comments:

Adjourn: 12:59 p.m.

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Health Service Board and the Health Service System Web Site: <http://www.myhss.org>

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Lobbyist Registration and Reporting Requirements

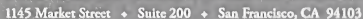
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- 08042011-02G Action item Approval of HSS Strategic Plan (Catherine Dodd)
Documents provided to Board prior to meeting:
Draft HSS Strategic Plan
Staff Recommendation: Approve Strategic Plan
Public comments:
Action: ✕

- 08042011-03G Discussion item Opportunity to place items on future agendas
Public comments:

- 08042011-04G Discussion item Opportunity for the public to comment on any
matters within the Board's jurisdiction
Public comments:

Adjourn

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